

MEMORANDUM

To: Our Valued Customers

From: Sheshunoff Information Services

Subject: *Highlights*

Thank you for participating in Sheshunoff's automatic update program. Enclosed is the latest update to *Banker's Guide to Disaster Recovery Planning*. Disaster recovery planning ideally is preparing for an event or situation that does not occur. Unfortunately during recent months, storms, flooding, tornadoes, and power outages have struck financial institutions.

This update provides additional resources to help your management team prepare for these potential problems:

- *Insights and lessons* learned from flooding during the summer of 2008 have been added to the section "How to Use This Manual." With each disaster, new disaster preparedness suggestions, insights, and technical recovery tips are noted. Published through FEMA's Emergency Management and Response — Information Sharing and Analysis Center (EMR-ISAC), these insights offer practical pointers.
- Specific hourly *guidelines to follow in the event of a sustained business interruption* have been added to Chapter 10. Three distinct levels of business interruption are identified, and specific procedures related to each are indicated for the first 8 hours, 24 hours, and 48 hours.
- Two specific sample *functional area disaster recovery plans* have been added to Chapter 11B. Disaster recovery plans for internal PC/LAN IT administration and reconnection of IT outsourced services contain guidance on procedures, sample lists, and typical contact information. These examples offer a positive starting point to create your own internal functional area recovery plans.
- Two new *checklists on server security and Internet access* have been added to Chapter 14.

Future updates will continue to include other functional area plans that should provide valuable resources for management and staff to plan for potential disaster recovery issues. In addition, new insights on disaster recovery planning will be summarized and provided.

If you have any comments or questions about this product, or want information about other products, please call our customer service representatives at 1-800-456-2340 or visit us online at www.sheshunoff.com.

